

# BUILT IN ELECTRIC FIREPLACE USER'S GUIDE

## MODEL NUMBER: 39EB500GRS

## CONSUMER SAFETY INFORMATION PLEASE READ THIS MANUAL BEFORE USING THIS APPLIANCE

#### **WARNING**

IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED. AN ELECTRIC SHOCK OR FIRE MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

DO NOT STORE OR USE GASOLINE OR OTHER FLAMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

Thank you and congratulations on your purchase of a Classic Flame fireplace. Please read the installation instructions before installing and operating this appliance.

**IMPORTANT**: Read all instructions and warnings carefully before using. Failure to follow these instructions may result in a possible electric shock, fire hazzard and/ or injury and will void the warranty.

#### **For Customer Service:**

www.tsicustomerservice.com 866-661-1218 Twin-Star International, Inc.
Delray Beach, FL33445
Made in China
Printed in China

#### **SECTION 1: BEGINNING**

#### **QUICK START GUIDE**

- 1) Prior to first use verify that the circuit breakers are
- 2) The heating element on this unit may emit a slight, harmless odor when first used. This odor is a normal reaction to heating the internal heater parts

for the first time. This odor will dissapate and should not happen again.

**3)** The information regarding the model number and other specifics about this electric fireplace can be found behind the side bricks.

## **IMPORTANT - INSTRUCTIONS - WARNINGS**

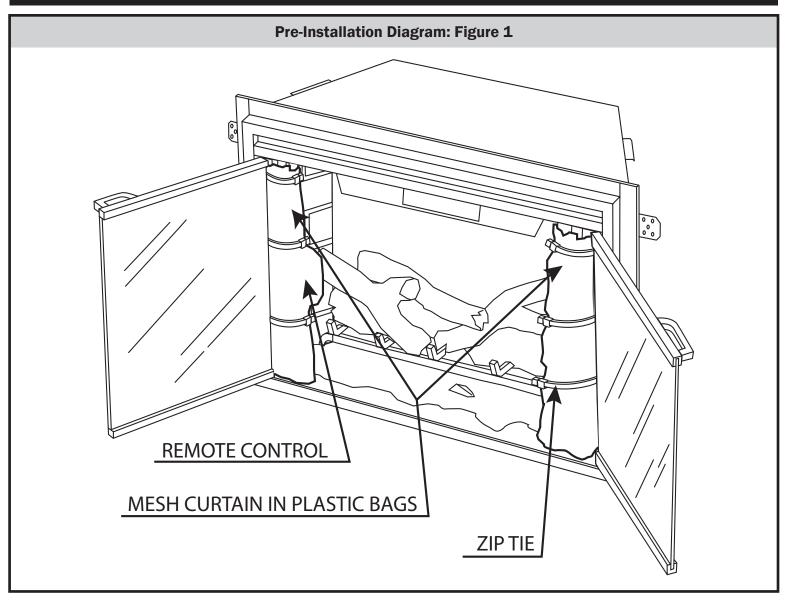
The following instructions and precautions should be followed when using this or any heating appliance to reduce the risk of fire, electric shock, and injury to persons.

- 1) read all instructions before using this fireplace.
- 2) This fireplace can become hot when in use. To avoid burns do not allow bare skin to come in contact the hot surfaces. The trim around the heater opening becomes hot during operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (.9m) from the front of the unit.
- 3) Extreme caution is necessary when any heater is used by or near children or invalids and whenever the fireplace is left operating and unattended.
- **4)** Do not operate any fireplace if the heater has malfuntioned, or if the fireplace has been dropped or damaged in any manner.
- 5) Do not use outdoors.
- **6)** This firplace is not intended for use in bathrooms, laundry areas and similar locations.
- 7) Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
- **8)** To prevent a possible fire, do not block air intakes or exhaust in any manner.

- **9)** All electric heaters have hot and arcing or sparking parts inside. Do not use this appliance in areas where gasoline, paint or flammable liquids are stored or anywhere the unit will be exposed to flammable liquids.
- **10)** Do not modify this fireplace, use it only as decribed in this manual. Any other use not recomended by the manufacturer may cause fire, electric shock or injury to persons.
- 11) Do not burn wood or other materials in this fireplace.
- 12) Do not strike fireplace glass
- 13) Always use a certified electricion for installation.
- **14)** Disconnect all power coming to the fireplace at the main service panel before performing any cleaning, or maintenence.
- **15)** When transporting or storing the fireplace, keep in a dry place, free from excessive vibration and store as to avoid damage.

### IMPORTANT SAVE THESE INSTRUCTIONS

#### **SECTION 2: PREPARING FIREPLACE FOR USE**



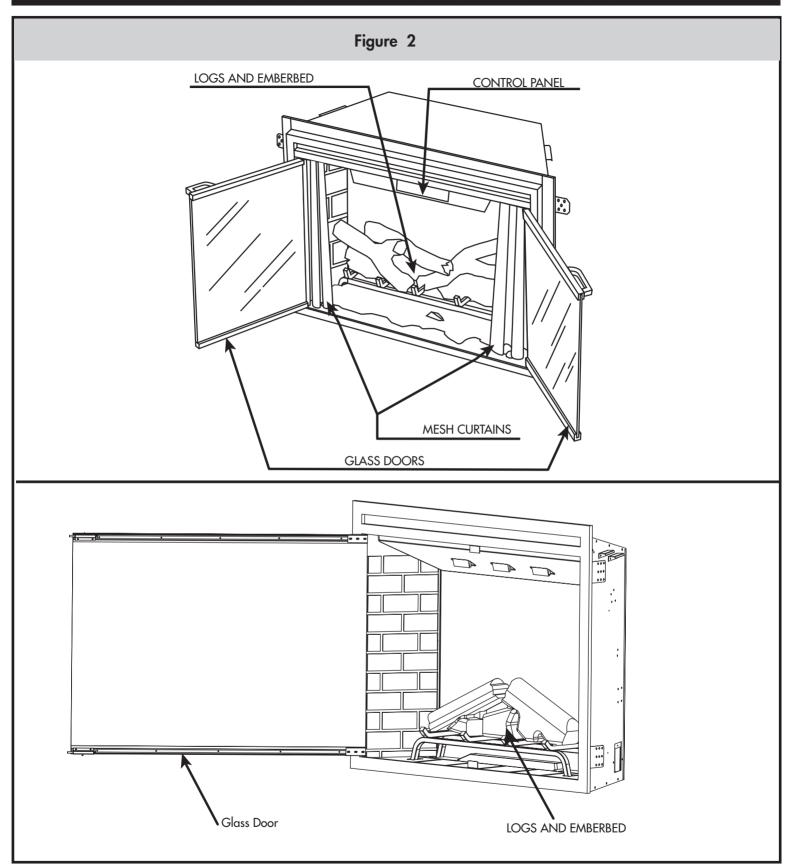
If the protective clear plastic film covering the front of the eclectic fireplace has not been removed, please carefully remove it at this time.

- 1) open the front glass doors.
- 2) Attached to each side of the inside walls are the mesh curtains. Please use scissors or wire cutters and carefully remove the zip ties that are securing the curtains.
- 3) The curtains are inside of plastic bags, please remove these bags carefully as they may have oil on the surface. This oil is used in the manufacturing process to help the curtains inhibit rust.
- 4) Inside the curtain bag on the left side is

- a smaller bag which contains a box. This box contains the remote control transmitter.
- 5) Remove the remote control transmitter from the box and install the included batteries. Follow the instructions in the next section to operate the controls of your electric fireplace.

CAUTION: Oil residue from the mesh curtains and the packaging bags they are in can stain clothes, fabric and carpet. Please take care when handling these bags and dispose of them properly.

### **SECTION 3: PRODUCT ORIENTATION**



Some of the following illustrations are shown without the glass doors and mesh curtain. This is only to help the illustrations print more clearly.

#### **SECTION 4: OPERATION**

IMPORTANT: The 2 switches (Figure 3) located on the right side of emberbed must be in the on postions for any functions including the remote to work. Turn these 2 switches off when servicing this appliance.

#### **CONTROL PANEL FUNCTIONS**

**TO ACCESS CONREOL PANEL** - Open the front glass doors, then slide the mesh curtains to the sides. Lift the hinged door that covers the control panel (figure 3).

#### Note:

The 2 switches located at the lower right of the emberbed must be in the ON position to operate any functions of the fireplace.

#### O - POWER

The POWER button supplies power to all of the functions of the fireplace. The POWER button will put the insert in a standby mode. This will turn off all functions at once but will hold the settings in the memory. By pressing the POWER button again the unit will turn on at the same settings.

**NOTE:** Holding the POWER button on the control panel for 10 seconds will disable the heater function.

#### **FLAME (▲ ▼**) -

There are 6 flame settings that can be selected.

#### **EMBERS** -

Adjust undulating emberbed effect. There are 3 levels including the OFF setting.

#### **HEATER** (▲ ▼) -

The ▲ ▼ buttons will change the thermostat by 1 °F (1 °C.) The temperature setting range is 59 °F - 86 °F (15 °C and 30 °C).

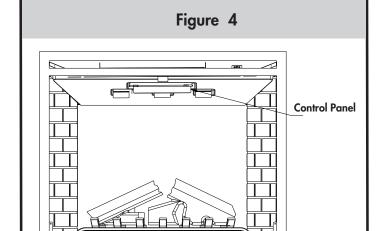


Figure 3

NOTE: To change between °F and °C press and hold the HEATER button on the control panel for 10 seconds.

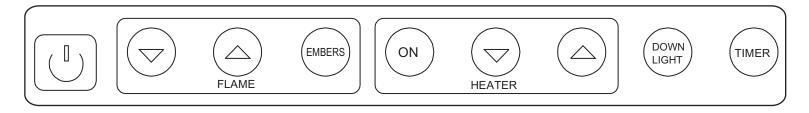
NOTE: After the heater function or power is shutoff the blower will continue to run for several minutes to cool the internal components.

#### TIMER -

The TIMER button will cycle through the 10 timer settings (30 minutes, 1 Hour, 2H, 3H, 4H, 5H, 6H, 7H, 8H, and 9H) and the OFF setting.

#### **DOWNLIGHT** -

There are 2 selectable settings and OFF. Setting 1 is constantly on and setting 2 change intensity to mimic a real fire.



#### REPLACING THE REMOTE CONTROL BATTERY

When the remote control stops operating or its range seems reduced, it is time to replace the battery with a new one

- 1. The battery compartment is located on the back end of the remote.
- 2. Press and slide the battery door open and remove the old battery.
- 3. Insert 2 AAA batteries, checking that the "+" and "-" terminals of the battery matches the inside of the battery compartment.
- 4. Replace the battery compartment door.

Note: Do not mix old and new batteries.

Do not mix alkaline, standard (carbonzinc), or rechargeable (nicad, nimh, etc) batteries.

#### **DISPOSAL OF USED BATTERIES**



Battery may contain hazardous substances which could endanger the environment and human health.

This symbol marked on the battery and/ or packaging indicates that used battery shall not be treated as municipal waste. Batteries should be disposed of at an appropriate collection point for recycling.

By ensuring the used batteries are disposed of correctly, you will help preventing potential negative consequences for the environment and human health. The recycling of materials will help to converse natural resources.

For more information about recycling of used batteries, please contact your local municipality waste disposal service.



WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.

If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.



WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.



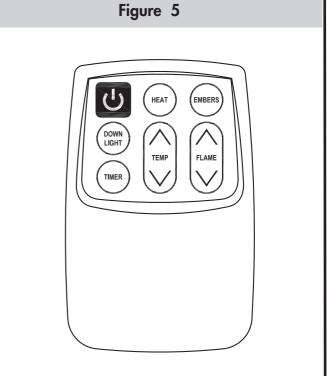
WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.



Warning: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.



Warning: During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the "OFF" position. Then remove the electrical plug from the wall outlet.



NOTE: PLEASE OPERATE REMOTE TRANSMITTER AT A SLOW MEASURED PACE. PRESS THE REMOTE CONTROL BUTTONS WITH AN EVEN MOTION AND GENTLE PRESSURE. REPEATEDLY PRESSING BUTTONS IN RAPID SUCCESSION MAY CAUSE THE TRANSMITTER TO MALFUNCTION.

## TWO YEAR LIMITED WARRANTY (PROFESSIONALLY INSTALLED AND/OR BUILT IN ELECTRIC INSERTS)

Twin-Star International, Inc. (the "Company") warrants to the original purchaser of a new professionally installed and/or built in ClassicFlame Electric Fireplace Insert (the "Fireplace Insert") is free from manufacturing defects in materials and workmanship for a period of two (2) years from the date of original retail purchase from a qualified/authorized Twin-Star dealer, subject to the following terms, conditions and limitations. This warranty is for the USA and Canada only.

## I. What this limited warranty covers and for how long

The Company warrants the Fireplace Insert to be free from defects in material and workmanship for a period of two (2) years from the date of original retail purchase, as follows: replacement of defective products or parts (with no in-home services) as further described in Part IV below.

#### II. What this limited warranty does not cover

This limited warranty does not apply to

- (a) replacement of Fireplace Insert light bulbs,
- (b) Fireplace Insert components that have been repaired (except by the Company or its authorized service representatives) or otherwise altered or modified,
- (c) damage, malfunction or defects resulting from shipping or transit, misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source,
- (d) damage from fire, water, lightning, power surges, abnormal environmental conditions or other acts of nature, and
- (e) normal wear and tear.

The Company reserves the right to assess all warranty claims and to determine if the claimed defects or damages are covered by this limited warranty. This limited warranty applies only to the original purchaser of the Fireplace Insert from a qualified/authorized Twin-Star dealer in the USA or Canada, and is not transferable.

## III. What you must do to get service under this limited warranty

For warranty service, please contact the Company by

phone at 1-866-661-1218, or by mail at 1690 South Congress Avenue Suite-210, Delray Beach, FL 33445, USA. Please have proof of purchase, catalogue/model, manufacturer's date code and serial numbers available when calling. Proof of purchase showing the original purchase date and location is required to obtain warranty service.

## IV. What the Company will do in the event of a covered warranty claim

For valid warranty claims made prior to the second anniversary of the date of original retail purchase, the Company will elect in its sole discretion to either repair or replace the covered defective product or part without charge. If the Company is unable to repair or replace the covered defective product or part, or if repair or replacement is not c ommercially practicable or cannot be timely made, the Company may elect in its sole discretion, in lieu of replacement, to refund the purchase price for the defective product or part. Warranty services under this paragraph do not include on-site or in-home warranty services, and you will be solely responsible for all expenses incurred for the removal of the defective product or part and installation of the replacement product or part, including, without limitation, all labor costs and all shipping and transportation costs to and from the Company and/or its authorized dealer or service agent.

All warranty services will be performed solely by the Company's authorized dealers or service agents. On-site or in-home services not covered by this limited warranty may be performed at your specific request and expense, at the Company's customary rates for such services.

## V. DISCLAIMER OF WARRANTIES AND LIABILITY LIMITATIONS

THERE ARE NO EXPRESS WARRANTIES MADE BY THE COMPANY OTHER THAN THOSE LIMITED WARRANTIES DESCRIBED ABOVE. THE COMPANY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY APPLICABLE JURISDICTION PROHIBITS DISCLAIMER OF IMPLIED WARRANTIES, SUCH IMPLIED WARRANTIES SHALL BE LIMITED IN DURATION TO THE APPLICABLE PERIODS OF TIME SET FORTH IN THE EXPRESS LIMITED WARRANTIES DESCRIBED ABOVE.

IN NO EVENT WILL THE COMPANY, OR ANY OF ITS DIRECTORS, OFFICERS OR AGENTS, BE LIABLE TO ANY PURCHASER, OWNER, OR USER OF THE FIREPLACE INSERT, OR TO ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE FIREPLACE INSERT, EVEN IF THE COMPANY OR ITS DIRECTORS, OFFICERS OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL THE COMPANY, OR ANY OF ITS DIRECTORS, OFFICERS OR AGENTS, BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE FIREPLACE INSERT. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS

ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

ANY AND ALL SERVICE OR REPAIR WORK DEEMED NECESSARY MUST BE PERFORMED BY A REPAIR SPECIALIST. DO NOT ATTEMPT TO DO ANY SERVICE OR REPAIR WORK YOURSELF. IMPROPER SERVICE OR REPAIR MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY OR DEATH.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

RESULT IN PROPERTY DAMAGE, PERSONAL INJURY OR DEATH.

## For product warranty registration please visit: www.tsicustomerservice.com/registration

Before setting up this product please record the model number and serial number of this product in the spaces below for in registration and warranty reference.

<b>Model Number</b>	Serial Number

Twin-Star International, Inc.
Delray Beach, FL 33445

Made in China
Printed in China
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